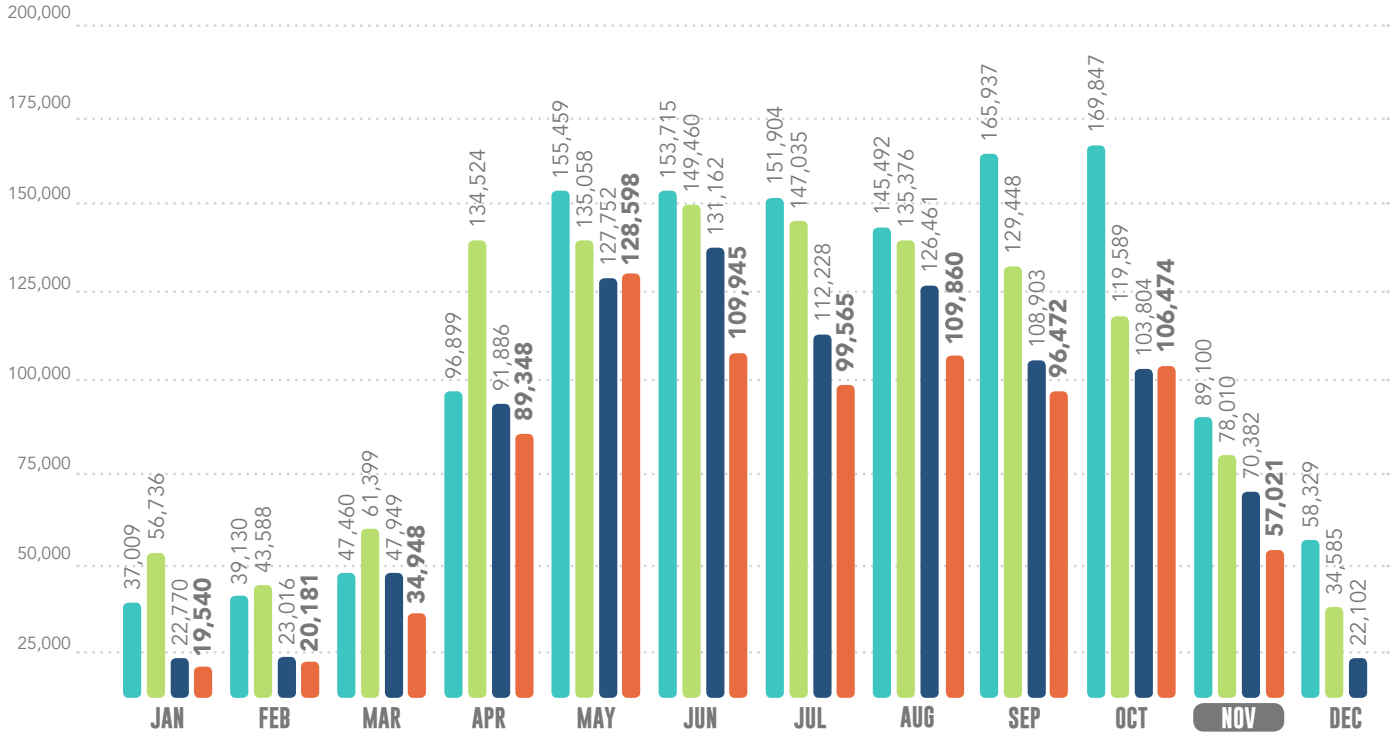


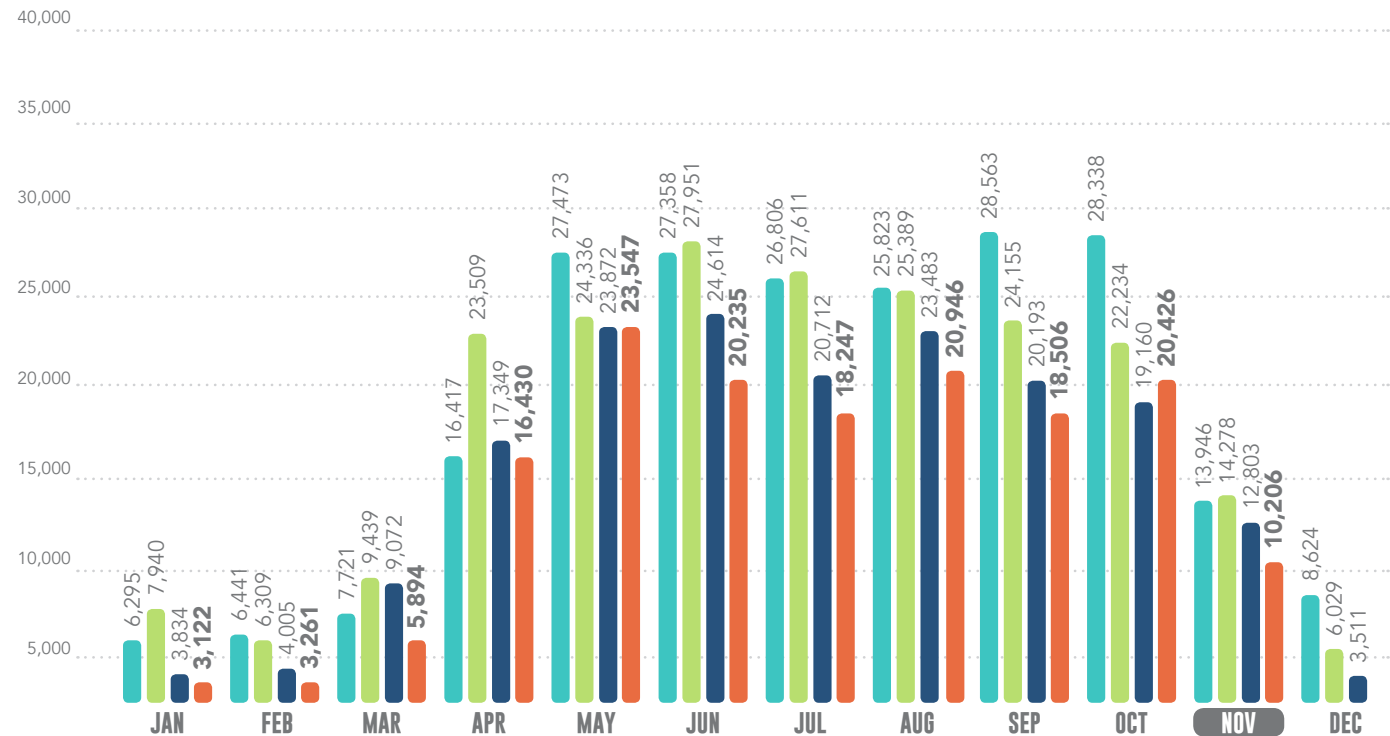
CHARGEABLE OUTBOUND TICKETS

2014 2015 2016 2017



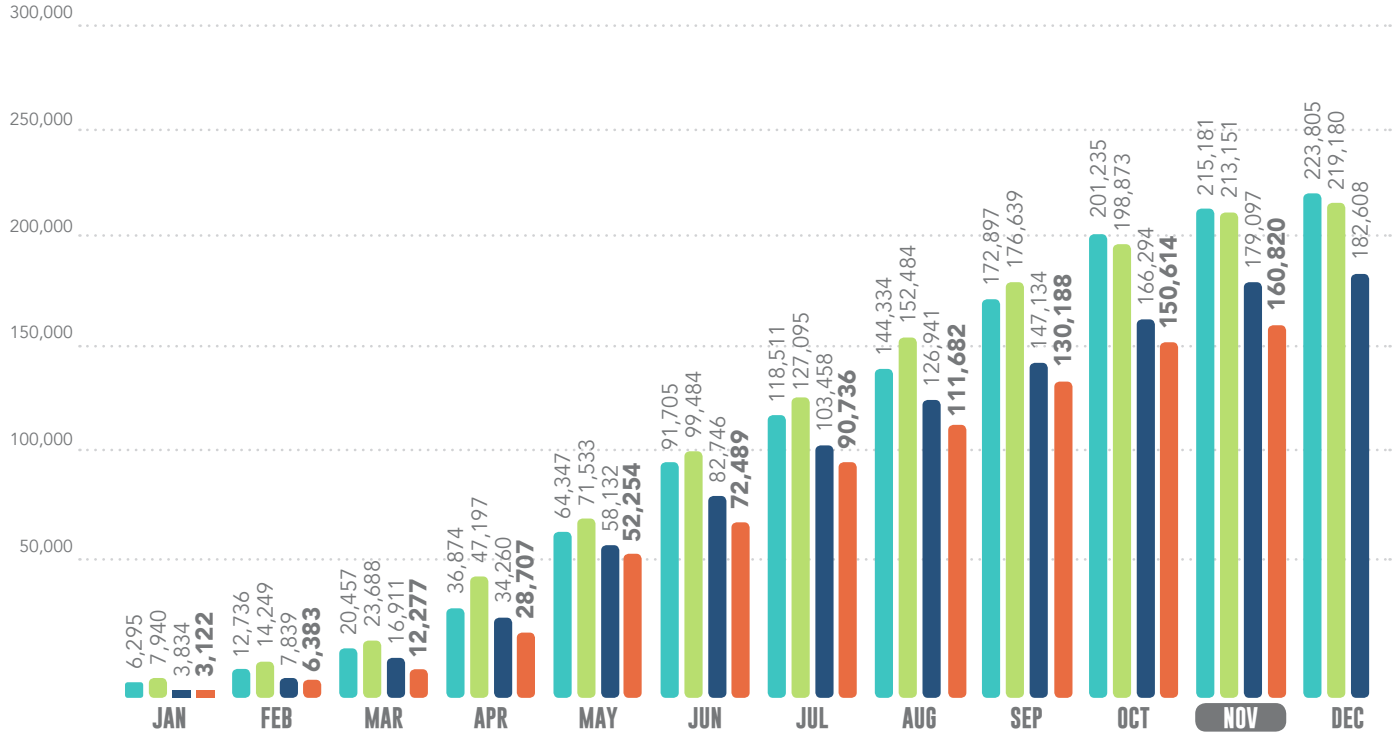
INCOMING TICKETS

2014 2015 2016 2017



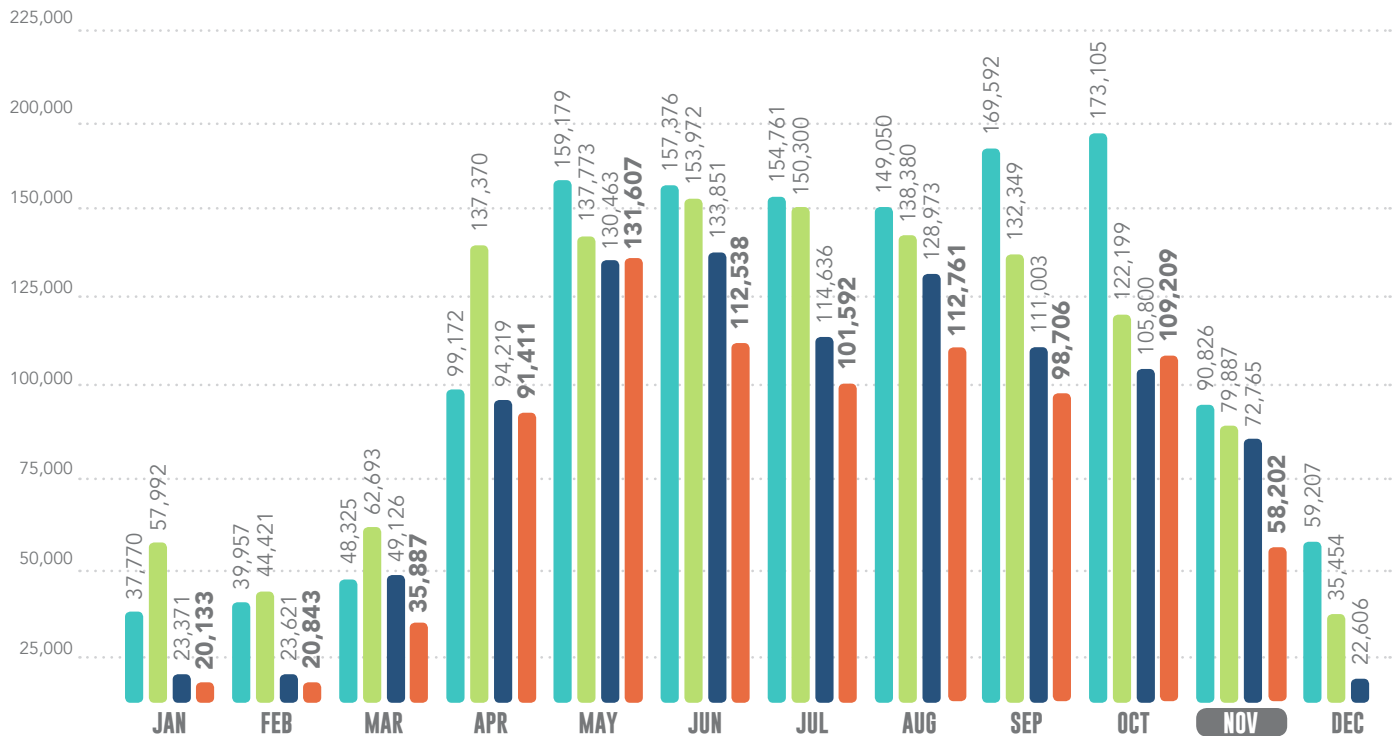
INCOMING TICKETS Y-T-D

2014 2015 2016 2017



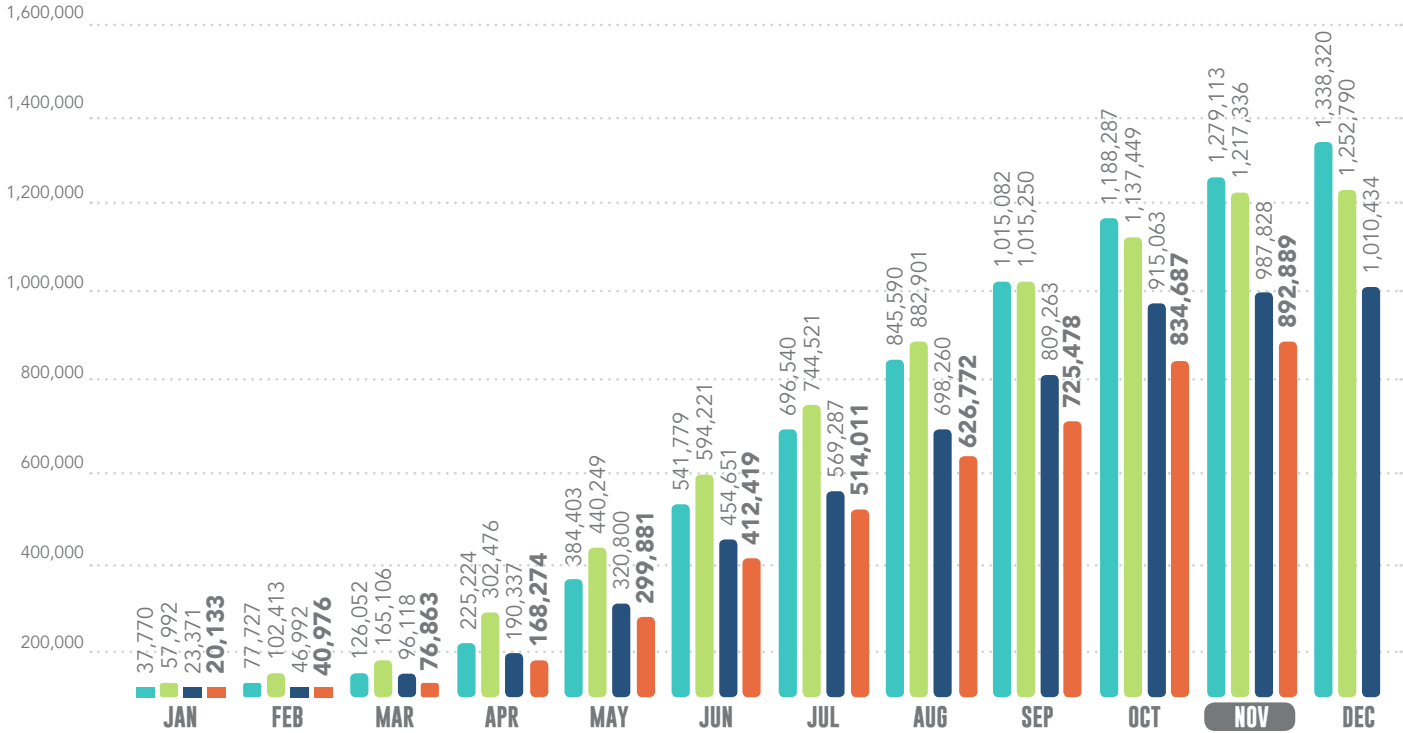
OUTGOING MESSAGES

2014 2015 2016 2017



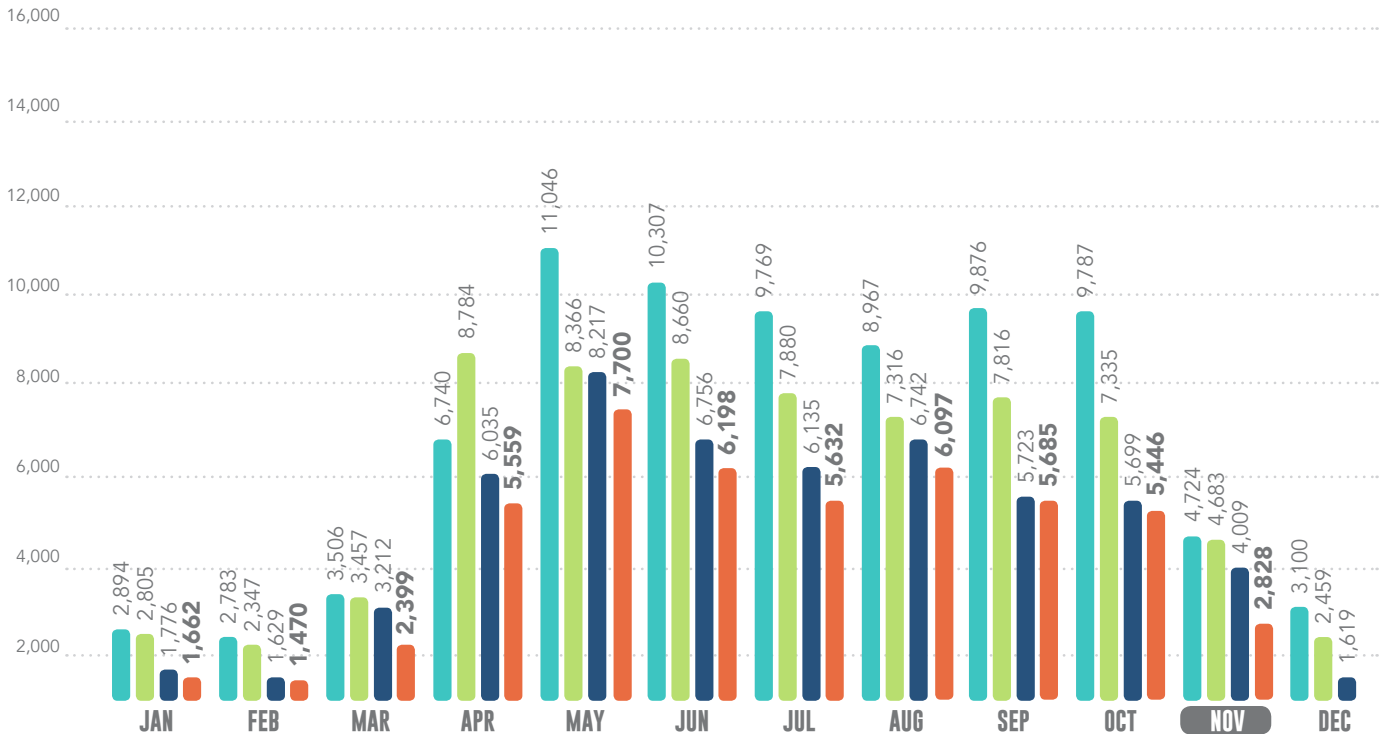
OUTGOING TICKETS Y-T-D

2014 2015 2016 2017



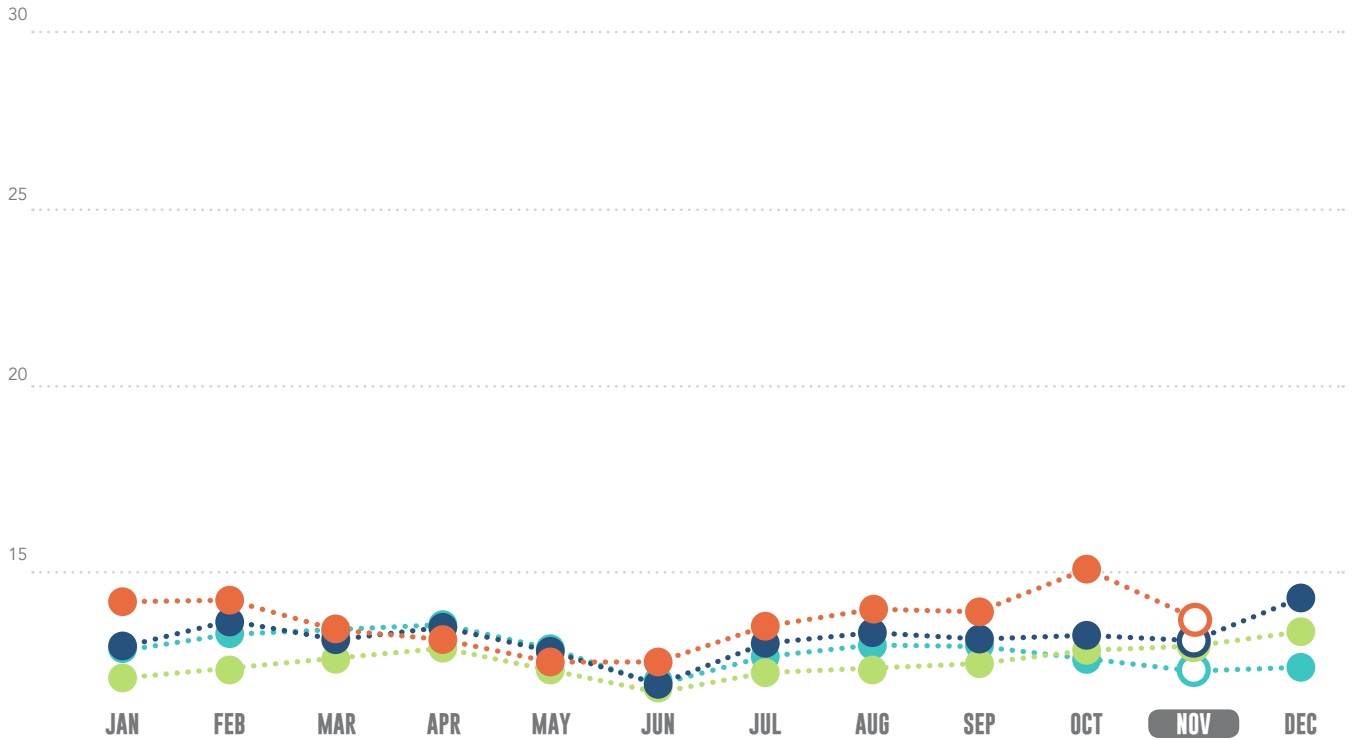
INCOMING CALLS

2014 2015 2016 2017



OPERATOR CALL VOLUMES

2014 2015 2016 2017

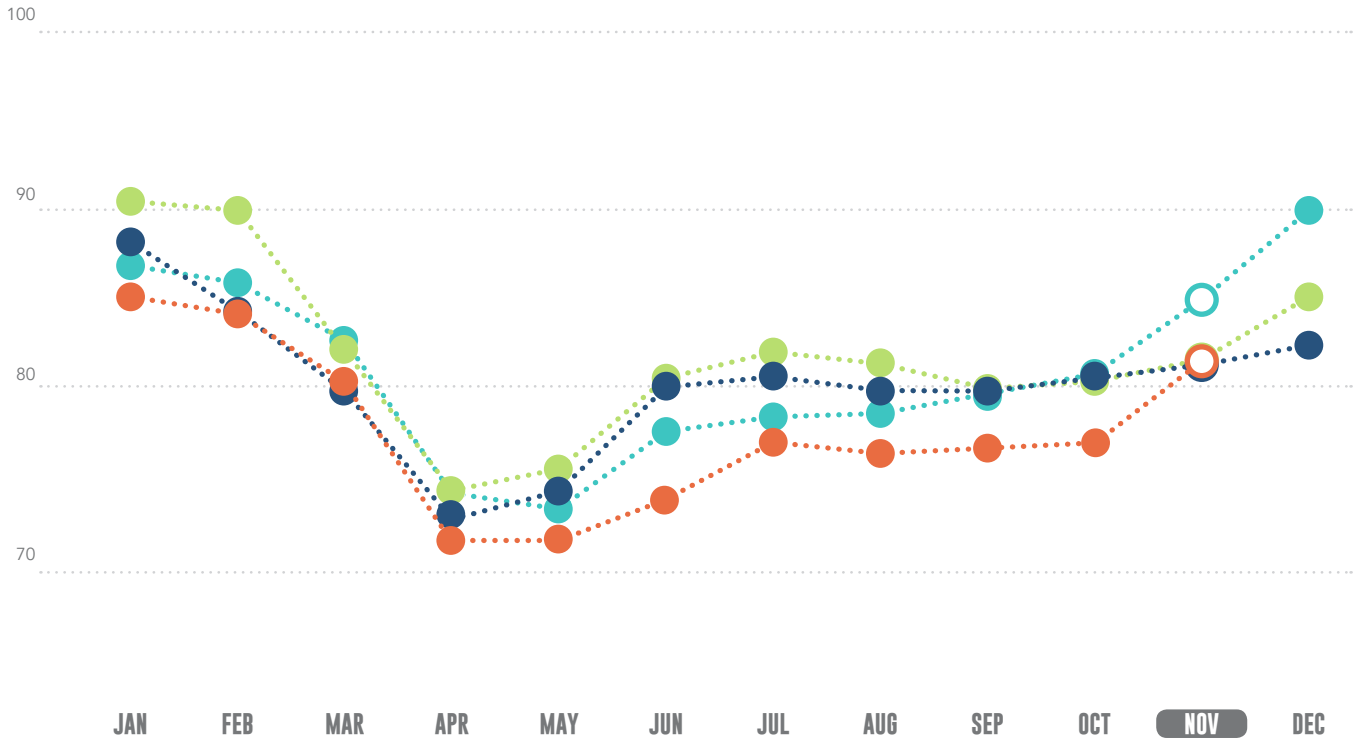


2014 2015 2016 2017

	2014	2015	2016	2017
JAN	9.91	7.00	9.60	14.09
FEB	10.63	7.69	12.68	14.04
MAR	11.46	8.50	10.60	11.35
APR	12.26	9.65	12.02	11.50
MAY	9.71	7.87	9.56	11.32
JUN	8.94	7.11	8.42	11.63
JUL	9.33	7.52	10.38	12.17
AUG	10.03	7.81	11.28	13.84
SEP	9.80	8.18	10.53	13.26
OCT	8.67	9.64	10.99	15.18
NOV	7.60	10.05	10.47	12.54
DEC	7.94	11.16	14.53	

EXCAVATOR CALL VOLUMES

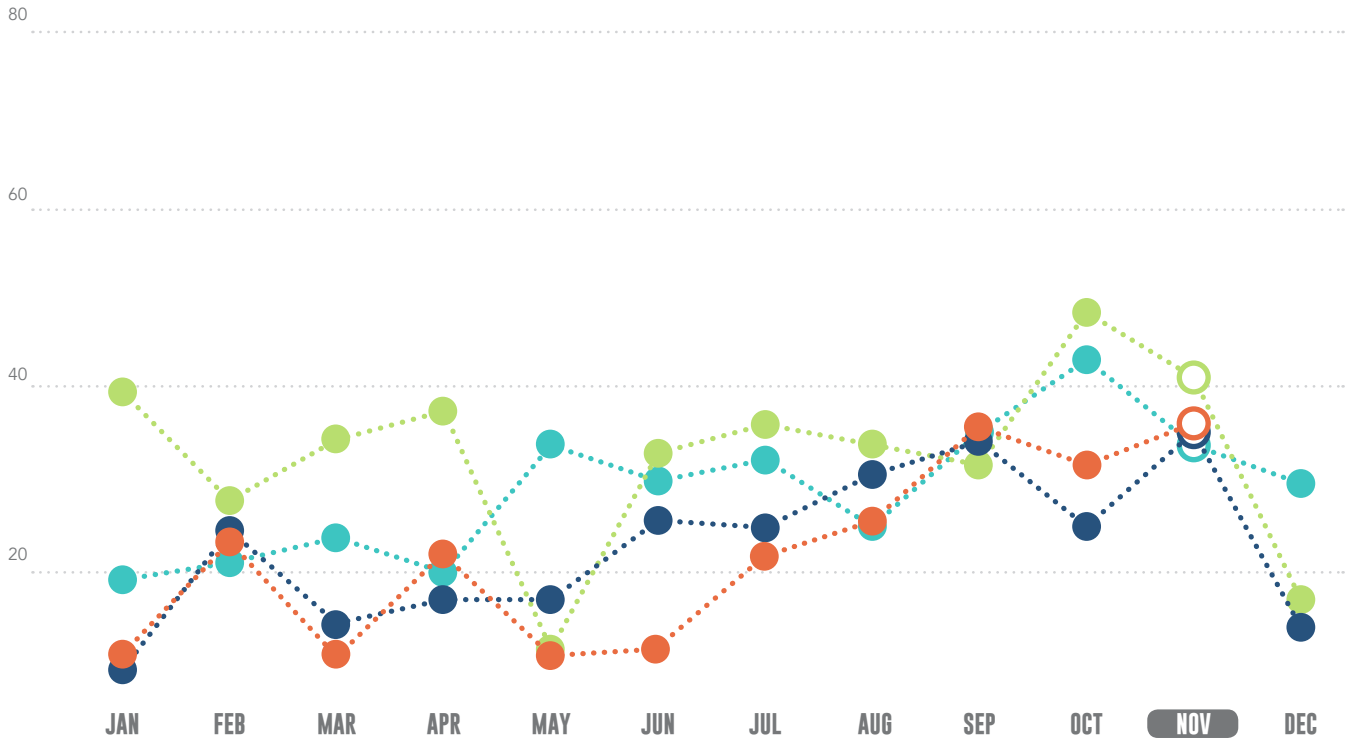
2014 2015 2016 2017



	2014	2015	2016	2017
JAN	87.74	90.93	88.68	84.79
FEB	86.01	89.84	84.37	84.02
MAR	83.22	82.99	79.06	80.86
APR	74.06	74.40	73.14	72.41
MAY	73.25	75.95	74.64	72.22
JUN	77.13	80.66	80.07	74.51
JUL	78.38	82.80	80.60	76.32
AUG	78.93	82.56	79.64	74.57
SEP	79.25	80.32	79.67	75.14
OCT	81.68	80.28	80.77	75.40
NOV	85.75	82.35	81.99	81.89
DEC	89.56	85.07	83.31	

AVERAGE HOLD TIME

2014 2015 2016 2017

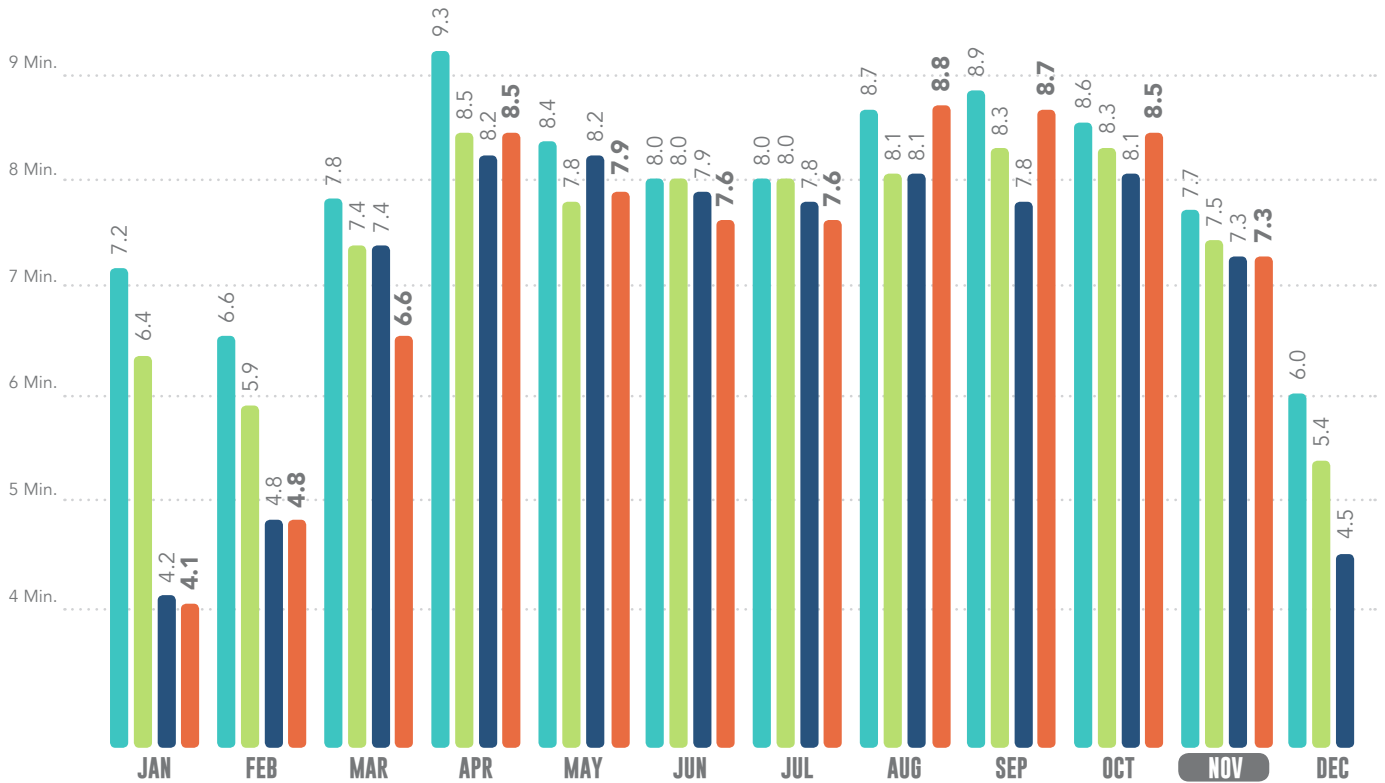


2014 2015 2016 2017

	2014	2015	2016	2017
JAN	19	39	9	12
FEB	21	28	24	23
MAR	24	35	16	12
APR	20	38	18	22
MAY	35	13	18	12
JUN	31	33	26	13
JUL	32	37	25	22
AUG	25	36	31	26
SEP	36	32	35	39
OCT	42	47	24	32
NOV	33	41	36	37
DEC	30	18	15	

AVERAGE PROCESSING TIMES

2014 2015 2016 2017



Answered - 3,597

Abandoned - 225

Offered - 3,822



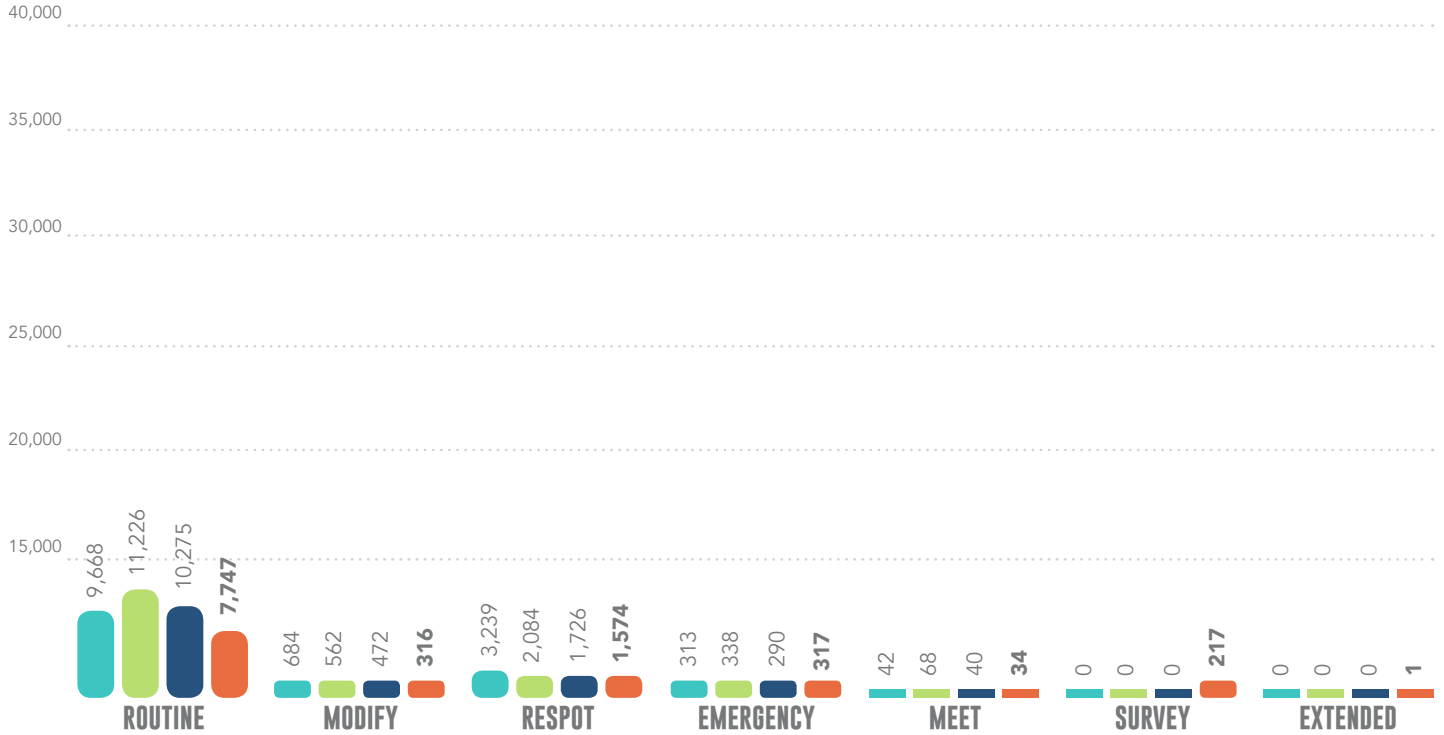
Answered - 2,828

Abandoned - 224

Offered - 2,604

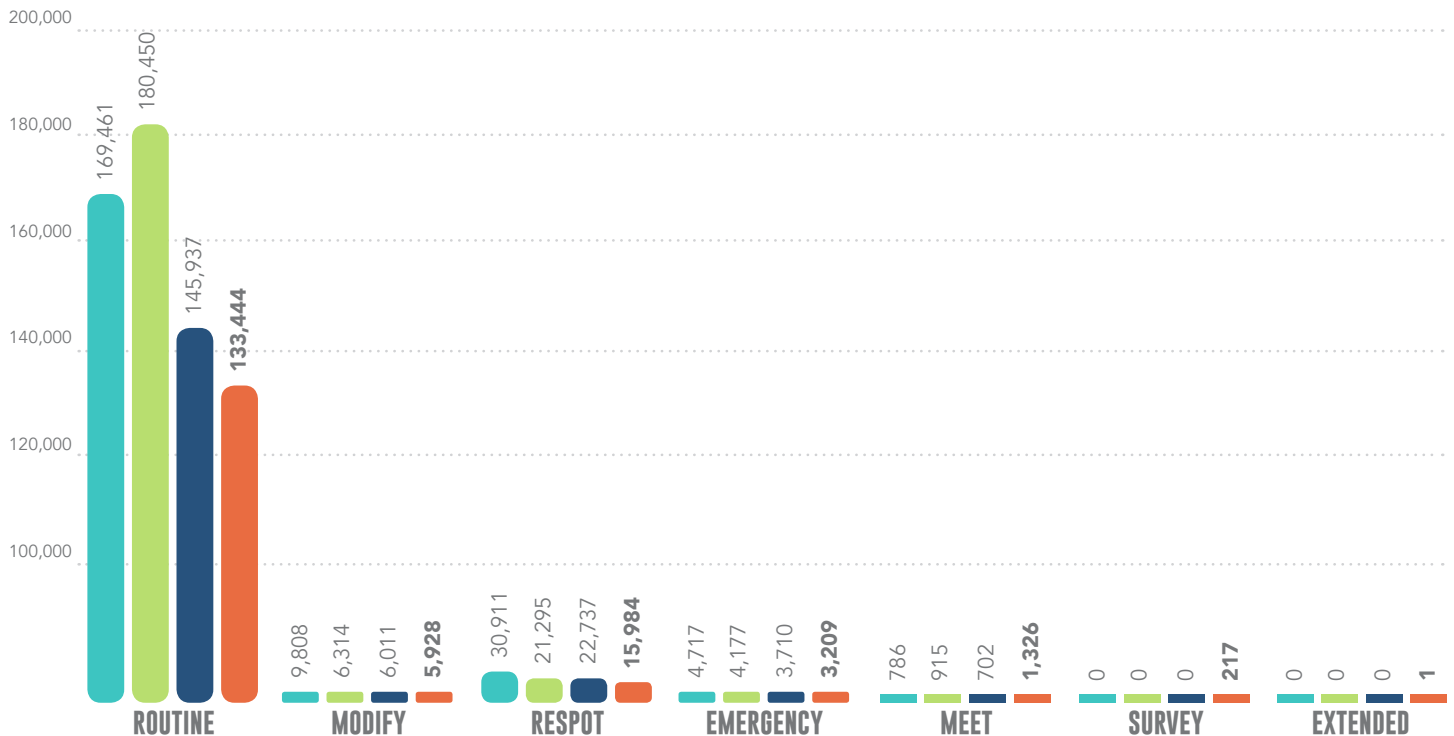
INCOMING TICKET TYPES NOV

2014 2015 2016 2017



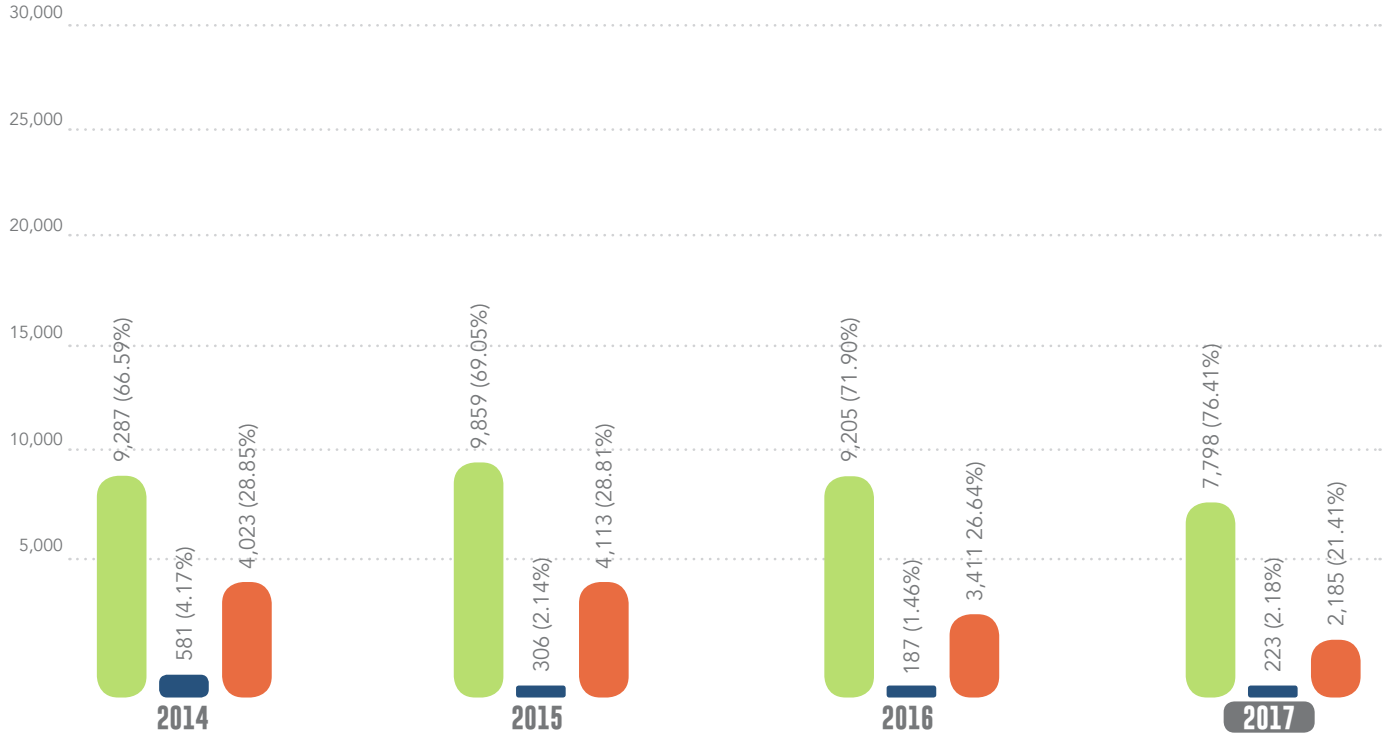
INCOMING TICKETS TYPES NOV Y-T-D

2014 2015 2016 2017



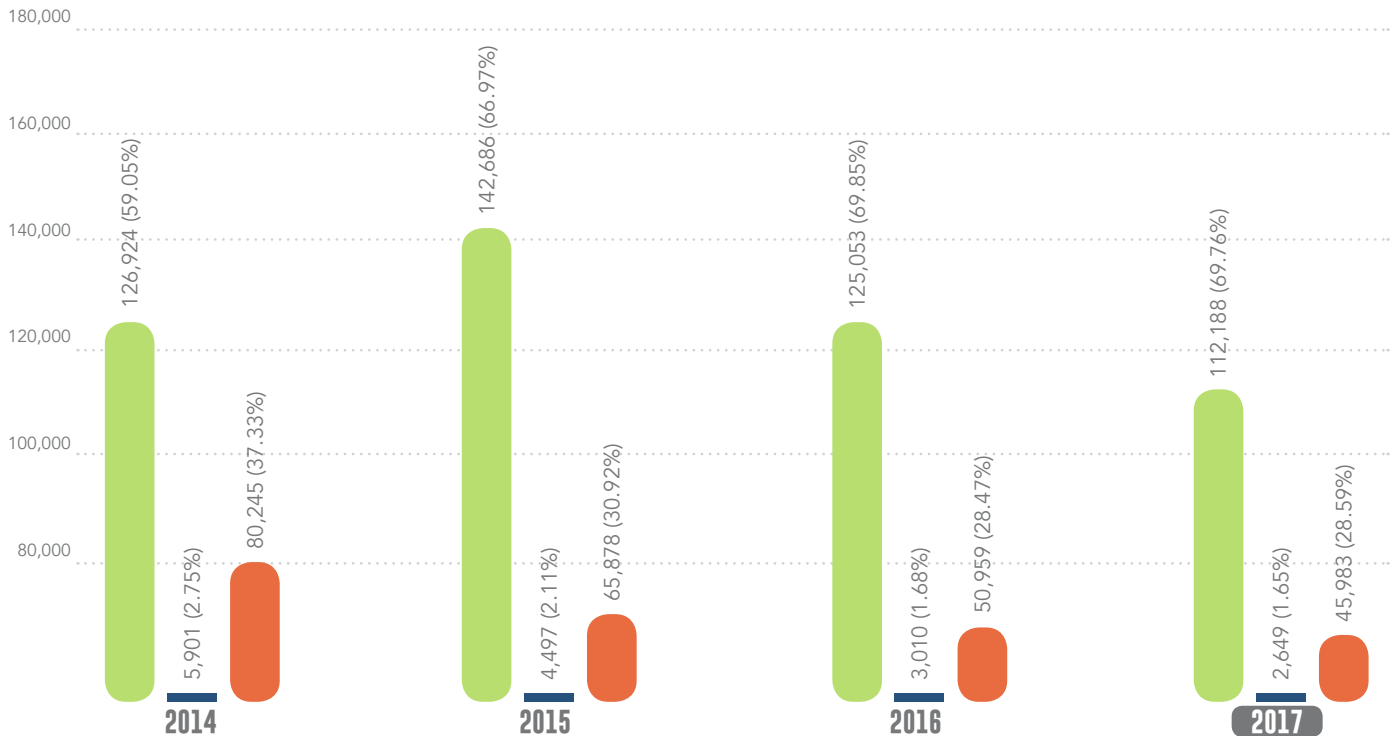
RECEIPT METHODS NOV

ITIC IVR OPERATOR



RECEIPT METHODS NOV Y-T-D

ITIC IVR OPERATOR

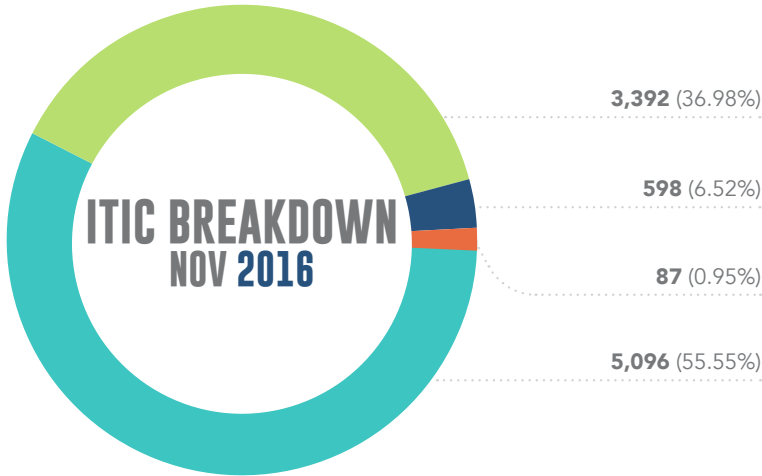


WEBUSER 5 (ON THEIR OWN)

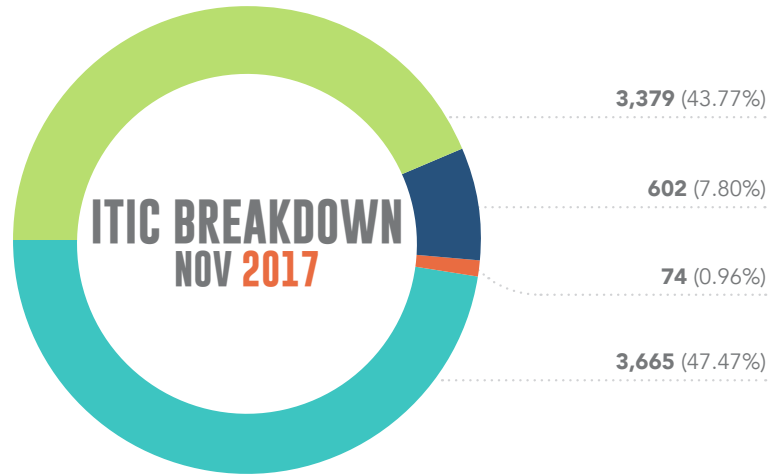
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 71.90%



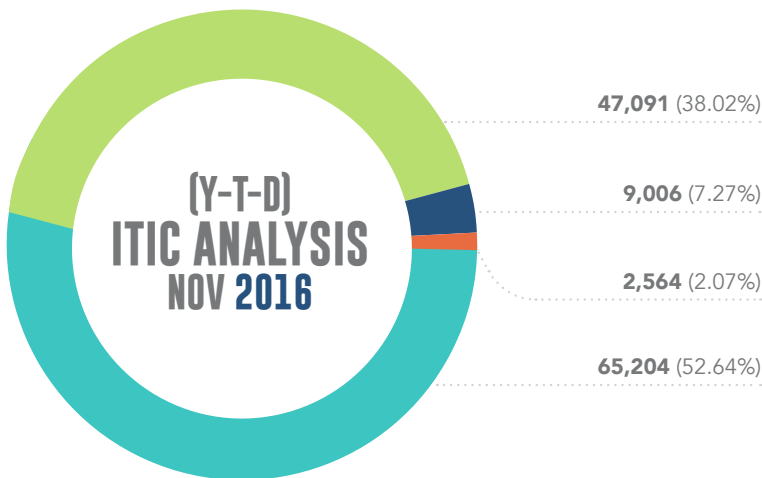
OVERALL ITIC % - 76.41%

WEBUSER 5 (ON THEIR OWN)

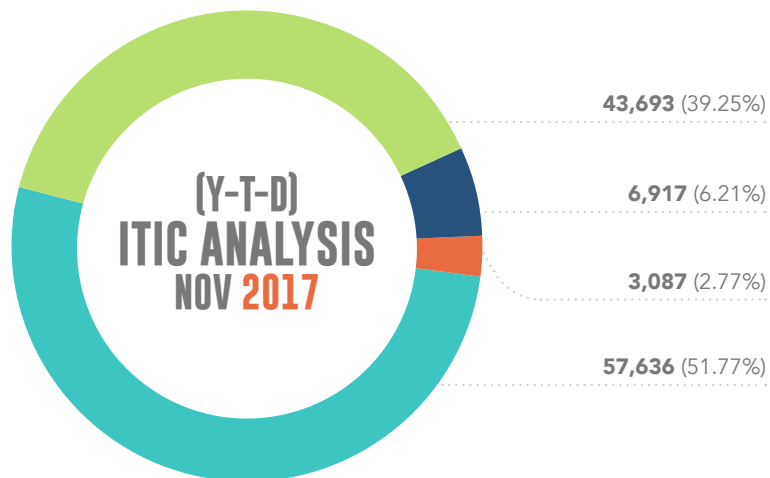
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC Y-T-D % - 69.85%



OVERALL ITIC Y-T-D % - 69.76%

POSITIVE RESPONSE COMPLIANCE

2017 COMPLIANT

2017 NON-COMPLIANT

